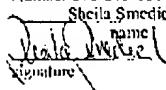


JAN 25 2007

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: CHARLES E. REDDICK ET AL.)
Serial No. 09/898,573) Group Art Unit: 2191
Filed: July 3, 2001)
For: SOFTWARE SUPPORT GUIDE SYSTEM)
AND METHOD)

I hereby certify that this correspondence is
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 Sheila Smedick
name _____
Signature _____ date 1-25-07

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION IN CONJUNCTION WITH RCE

Applicants respectfully request consideration of the following amendments and remarks contained herein in response to the Office Action mailed July 25, 2006, in conjunction with the filing of a Request for Continued Examination. Applicants respectfully submit that the amendments and remarks contained herein place the instant application in condition for allowance.